GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:329
ANSWERED ON:03.02.2017
Banking Facilities to Disabled
Meena Shri Harish Chandra

Will the Minister of FINANCE be pleased to state:

(a) whether the Government has noticed that harassment is being faced by disabled people in banks, particularly in rural areas despite Reserve Bank of India's directions for providing banking facilities to its customers with disabilities at par with non-disabled people;

(b) if so, the details and number of complaints received by the Government against banks in this regard; and

(c) the action taken by the Government against such banks?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(a) to (c): Banks do not discriminate between customers with disabilities and non-disabled people for providing banking facilities. No instance of harassment of the disabled people by the banks was reported.

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